

FINAL DETERMINATION TO CLOSE

THE

PIMMIT BRANCH, VA OFFICE

AND CONTINUE TO PROVIDE

CITY DELIVERY SERVICE

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service has determined to close the Pimmit Branch in Falls Church, VA and continue to provide city delivery service. Post Office Box and retail services will be provided at the Falls Church Finance Unit, VA 22040, located 2 miles away.

Service will be provided to roadside mailboxes installed by customers on the carrier's line of travel.

A classified branch is operated by career postal employees and provides the same services as an independent post office, including postage meter setting and acceptance of permit mail.

The Walk In Revenue and customer transactions have declined at the Pimmit Branch. There are only 303 Post Office Boxes rented. The surrounding Station and Branches, Stamps on Consignment locations and city delivery routes should provide the customers of the Pimmit area sufficient alternatives for their delivery and retail needs.

The Pimmit Branch, an EAS-22 level, provides service 37.5 hours a week from 8:30 am to 2:00 p.m. and 3:00 to 5:00 p.m., Monday through Friday, and closed on Saturdays to 303 post office box customers. Retail services include the sale of stamps, stamped paper, and money orders; special services such as registered, certified, insured, COD, and Express Mail; and the acceptance and dispatch of all classes of mail. Daily retail window transactions average 441. Office receipts for the last three years were: \$687,149 in FY 2009; \$844,764 in FY 2008; and \$821,543 in FY 2007. There are no permit mail customers.

When this final determination is implemented, Post Office Box and retail services will be provided by the Falls Church Finance Unit, an EAS-22 level office located 2 miles away. Window service hours at the Falls Church Finance Unit are from 9:00 a.m. to 5:00 p.m., Monday through Friday, and 9:00 a.m. to 12:30 p.m. on Saturday. There are 608 Post Office Boxes available.

On January 7, 2010, 303 questionnaires were distributed to the Post Office Box customers of the Pimmit Branch. Questionnaires were also available over the counter for retail customers at the Pimmit Branch. 125 questionnaires were returned. 10 responses were favorable, 56 unfavorable, and 59 expressed no opinion regarding the proposed alternate service.

The following postal concerns were expressed on the returned questionnaires, from customer letters, on the petition, and from the congressional inquiries:

1. **Concern:** Customers were concerned about senior citizens.

Response: Carrier service is beneficial to many senior citizens and those who face special challenges because the carrier can provide delivery services. Customers do not have to make a special trip to the post office for service. Special provisions are made for hardship cases or special customer needs. Elderly customers should expect the same level of assistance and helpful service from the surrounding post offices.

2. **Concern:** Customers were concerned about the traffic and additional travel time to go to another post office.

Response: The Postal Service has developed a number of convenient options that can save customers a trip to the Post Office. For instance, customers can buy stamps online on our Web site at www.usps.com, by phone at 1-800-STAMPS24, or by mail. Stamp orders are delivered directly to customer mailing addresses. Our Click-N-Ship online mailing service will calculate and print mailing labels with postage. It also offers free Delivery Confirmation or Signature Confirmation as an option. Free carrier pickup may be requested

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online and is available with Express Mail Overnight Guaranteed, Priority Mail and International Mail. Customers can also place their mail on hold, file a change-of-address order, or request redelivery of an item of which a notice was left by calling 1-800-ASK-USPS or visiting www.usps.com.

3. **Concern:** Customers were concerned that the parking at the Falls Church Post Office was insufficient and dangerous.

Response: The planning for the new Falls Church Post Office took into consideration additional parking. Available parking spaces should not be an issue. The Ingress and Egress to the parking area is in compliance with all local ordinances and codes. During rush hour, it may be difficult to make left hand turns on to Broad Street. It is recommended to make right hand turns during the high traffic time period.

4. **Concern:** Customers were concerned that the clerks at the Falls Church Post Office were rude and inefficient.

Response: Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. The postmaster of Falls Church has been notified of your concern.

5. **Concern:** Customers were concerned that they would not receive the exceptional service that they received at the Pimmit Branch.

Response: Courteous and helpful service will be provided by personnel at the Falls Church Main Post Office and other post offices in the area.

6. **Concern:** Customers were concerned because the lines were long at the Falls Church Post Office.

Response: The Postal Service™ shares the problem of occasional long lines with banks, supermarkets, and other retail outlets. Lines occur most often on Mondays, day after holidays, during lunch hours, and near closing times. We make a concerted effort to match our staffing schedules with the known peaks of customer traffic. To minimize wait time, we rely upon our Postmasters to take steps to remedy the situation and ensure that customers do not have to wait in line an unreasonable or excessive amount of time. The postmaster of Falls Church was notified of this concern.

7. **Concern:** Customers were concerned about the dissemination method of the questionnaires and time frames allowed for community feedback.

Response: Each Post Office Box customer received a questionnaire and questionnaires were available for walk in customers at the retail unit from January 7, 2010 to January 21, 2010. It should be noted that all comments received up to June 7, 2010 have been taken into consideration.

8. **Concern:** Customers were concerned about the Change of Address Policy.

Response: Mail will be forwarded in accordance with postal regulations, and change of address forms are available from the Postal Service to assist customers in notifying correspondence of the change. First Class mail is currently forwarded for a period of 12 months.

9. **Concern:** Customers were concerned about where they could deposit outgoing mail if the Pimmit Branch were to close.

Response: The Postal Service intends to have a collection box in this area for the deposit of mail.

10. **Concern:** Customers were concerned about the cost of printing new stationary and envelopes and the need for advance notification of the effective date.

Response: Customers would not be expected to incur the cost of reprinting their business stationary and envelopes immediately. They should be able to exhaust their current supply and just notify their customers of their new address in their every day correspondence with them. If a decision is made to actually close the Pimmit Branch, we will give as much of an advance notice as possible in order to minimize the impact to our customers.

11. **Concern:** A customer was concerned about lost and damaged mail at the Falls Church Main Post Office.

Response: Reports of mail loss is a great concern. Regrettably, when such instances are brought to our attention, there is no sure way of determining what may have happened. With the large volume of mail moving through our network each day, it is literally impossible to trace a single piece of regular First-Class Mail. Only Registered Mail, which is accounted for during its entire journey, can be accurately traced. The Postal Service appreciates the reporting these instances to us so we can work toward improvements.

12. **Concern:** Customers wanted Post Office Box service but did not want to go to the Falls Church Post Office.

Response: For customers that require Post Office Box Service, there are other options available other than the Falls Church Post Office. The Dunn Loring Branch of Vienna Virginia is located only 2.2 miles away for their convenience.

13. **Concern:** Customers were concerned about the reduction of hours at Pimmit Branch.

Response: A reduction of the hours the retail windows were open had been previously implemented at the Pimmit Branch. This was due to the fact that the hours of operation were not being supported by customer traffic or revenue transactions

Some advantages of alternative delivery and retail service proposal are:

1. Carrier delivery service is beneficial to some senior citizens, the handicapped, and working people since customers will no longer need to travel to the Post Office to pick up their mail.
2. Stamps by Mail order forms are provided for customer convenience and three Stamp on Consignment locations.
3. Customers opting for carrier service will have 24-hour access to their mail.
4. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
5. Customers opting for carrier service will no longer have to pay Post Office box fees.

Some disadvantages of alternative delivery and retail service proposal are:

1. The loss of a retail outlet in the community.
2. A change in mailing address.

Taking all available information into consideration, the Postal Service concludes this proposal should provide the customers of the Pimmit Area sufficient alternatives for their delivery and retail needs.

II. EFFECT ON COMMUNITY

The Pimmit Area is an unincorporated community located in Fairfax County. The community is administered politically by the Fairfax County Government. Police protection is provided by Fairfax County, and fire protection is provided by Fairfax County. The community is comprised of retired people, those who commute to work at nearby cities and work in local businesses.

There are numerous religious institutions and businesses in the community. Residents conduct business in the Pimmit Area and travel to nearby communities for other supplies and services.

Nonpostal services provided at the Pimmit Branch will be available at the Falls Church Finance Unit. Government forms normally provided by the post office will also be available at the Falls Church Finance Unit or by contacting their local government agency.

The following nonpostal concerns were expressed on the returned questionnaires and on the congressional inquiry:

1. **Concern:** A customer felt the Pimmit Branch should not be discontinued since she was a tax payer.

Response: The United States Postal Service has not been funded by tax dollars since the early 1970's. We must meet our expenses by the revenues we generate. Operational savings for the Postal Service, contributes in the long run to stable postage rates and savings for our customer.

2. **Concern:** Customers expressed concern that that the discontinuance of the Pimmit Branch would impose a hardship on them because they operate businesses in the area and have an ecommerce business. They stated that it may force them to utilize our competitors more.

Response: If a decision is made to close the Pimmit Branch, we will have a representative from our Sales Group contact the customer to explore ways to retain their business.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

There are two Full Time employees at the Pimmit Branch which includes a Level 7 Clerk Finance Station and a Level 6 Sales and Service Distribution Associate. These employees will be excessed in accordance to the Article 12 provisions of the National Agreement between the American Postal Workers Union and the United States Postal Service. No other postal employee will be adversely affected.

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IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$117,743 with a breakdown as follows:

Employee Salaries	\$27,231
Inter-station Transportation	6,720
Rental Costs	78,676
Utilities	3,184
Maintenance	+1,932
Total Annual Costs	<u>\$117,743</u>
Less Annual Cost of Replacement Service	-0
Total Annual Savings	\$117,743

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY


The Postal Service is proposing to close the Pimmit Branch in Falls Church, VA and provide Post Office Box and retail services at the Falls Church Finance Unit, located 2 miles away. In addition, The Dunn Loring Branch in Vienna, VA is located only 2.2 miles away. Three Stamps on Consignment locations are located within 1.2 miles of Pimmit. They are Chevy Chase, 7501 Leesburg Pike, Whole Foods Market, 7511 Leesburg Pike and Chevy Chase located at 7040 Haycock RD, Falls Church, VA. The Pimmit Branch is surrounded by city delivery routes. Customers may also choose to erect mail boxes and to receive delivery along the city carrier's line of travel.

The Pimmit Branch, an EAS-22 level, provides service 37.5 hours a week from 8:30 a.m. to 2:00 p.m. and 3:00 to 5:00 PM, Monday through Friday, and closed on Saturdays to 303 post office box customers. Daily retail window transactions average 441. There are no permit mail customers.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

Notify customers of the permanent discontinuance of the Pimmit Branch in Falls Church, VA and advise them of the hours of operation and services available at the Falls Church Finance Unit, VA 22040 and other alternative CPUs, stations/branches and post offices. Explain specific information on address changes and why the change is necessary.


 Dean J. Granholm
 Vice President
 Delivery and Post Office Operations
06/20/11
 Date